A CASEBOOK :

NGO MODELS OF CONFLICT RESOLUTION

THE EXECUTIVE COMMITTEE
OF NON-GOVERNMENTAL ORGANIZATIONS ASSOCIATED WITH
THE UNITED NATIONS DEPARTMENT OF PUBLIC INFORMATION

UNITED
NATIONS

A CASEBOOK :

NGO MODELS OF CONFLICT RESOLUTION

THE EXECUTIVE COMMITTEE
OF NON-GOVERNMENTAL ORGANIZATIONS ASSOCIATED WITH
THE UNITED NATIONS DEPARTMENT OF PUBLIC INFORMATION

UNITED
NATIONS

SEPTEMBER 1993

This publication was prepared by the Working Group on Conflict Resolution of the NGO/DPI Executive Committee.

Chair:	S. Gloria Garcia, Congregations of Saint Joseph
Editors:	Karin Christenson, International Association For Religious Freedom
	Rob Clark, Society for the Psychological Study of Social Issues
	Margery Cohen, League of Women Voters
	Amelia M. Dozzi, International Social Service
Cover:	Eileen Wold
Production:	Jeanne Marie Sigda
Translator:	S. Anne Regis Miller
Distribution:	Theresa Monks

This publication was supported by the Executive Committee of Non-Governmental Organizations Associated with the United Nations Department of Public Information.

TABLE OF CONTENTS

Preface iv

Introduction v

Cases of Conflict Resolution

Asociacion Conciencia (AC)	Argentina	1
Association of All India Boy Scouts (ALBSA)	India	4
Association of World Citizens (AWC)	USA	7
Brehon Law Society (BLS)	Ireland	10
Congregations of St. Joseph (CSJ)	USA	13
Congress of Journalists (CJ)	Cyprus	16
Federation for Peace and Conciliation (FPC)	Russia	19
Instituto Peruano De Polemologia (IPP) ...	Peru	22
International Human Rights Association of American Minorities (IHRAAM)	Canada	25
International Mavir Jain Mission (IMJM) ...	India	27
International Organization for Unification of Terminological Neologisms (IOUTN) ...	Poland	30
Lambeth Mediation Service (LMS)	England	33
Norfil Foundation, Inc (NF)	Philippines	36
Ribbon International (RI)	USA	39
Russian American University (IRAU)	Russia	42
World Federation For Mental Health (WFMH)	Egypt & USA	45
World Information Transfer (WIT)	USA	48

Conclusion 51

PREFACE

The 1992 NGO/DPI annual world conference provided 1400 NGO participants representing 54 countries an opportunity to study regional conflicts and some of the means of their resolution in the world. They were encouraged as NGOs to contribute toward conflict prevention, peace-making, and peace building. As NGOs they were asked to break down barriers of distrust and hostility, demand a free flow of information and stimulate the study and practice of conflict resolution.

The reports of NGOs involved in some aspect of conflict resolution are included in this publication. We expect that these examples of NGO programs will stimulate other NGOs to include an appropriate activity in their group. NGOs are tremendous reservoirs of people power with a first hand knowledge of cultures and societies. They can provide training in conflict resolution for their own members as well as for their communities. NGOs can serve in fact finding and observer roles and they can facilitate communication, bringing together disputing factions. They can mobilize public opinion, strengthen the tolerance of diversity and begin to move the world away from the win-lose approach.

Within their own groups NGOs need to practice and learn the skill of conflict resolution. They need to encourage educational, political and all community institutions to include the study of the resolution of conflict on their agendas.

NGOs can build support for the United Nations and help to interpret its actions and programs to the public. Secretary General Boutros-Boutros Gahli declares that the United Nations, particularly . . . . . , in its involvement in the resolution of conflicts, needs to include all levels of society, including the voluntary and non-governmental. He urges us "to seize the moment for the sake of the future."

Gordon John Klopf--Chair
NGO/DPI Executive Committee

INTRODUCTION

During the 1992 NGO/DPI Annual Conference, "Regional Conflicts: Threats to World Peace and Progres," interest was generated in specific programs leading to conflict resolutions that individual NGOs have successfully facilitated.

To identify and provide a description of these programs, the NGO/DPI Executive Committee established a working group to prepare a book of successful conflict resolution interventions by NGOs.

The purpose of this Casebook then is to provide the opportunity for information sharing and exchange, to assist in adaptation of programs and concepts to other specific content areas.

To proceed with this publication, in January 1993 the Working Group on Conflict Resolution contacted 1400 NGOs and invited them to submit a formal request for participation in this project. Sixty organizations made a request for additional information related to the publication process. Also, several other NGOs expressed their support of the project although they could not specifically contribute a model of conflict resolution at this time.

In June 1993, the committee contacted the 60 interested members with specific instructions for participation in the Casebook. We indicated that we were designing our publication to portray real life experiences. Thus, we asked for carefully edited reports, and presented guidelines for preparing the submission paper. Seventeen organizations completed the questionnaire.

While each organization sought to adhere to the publication guidelines, the models presented in this book represent the unique character and perspective of each NGO. These reports, direct from NGOs, form the body of this publication. The points of view expressed are the views of the contributors and do not reflect the views of the Working Group on Conflict Resolution.

Conflict resolution is both an important and timely issue for the global community. This book is intended to provide an overview of contributions that NGOs have made and are making for world peace.

We believe these examples of successful interventions to resolve conflicts will be beneficial to the NGO community, United Nation agencies, and others.

The Working Group acknowledges the contributions of many who prepared the 1992 conference which provided the impetus for this publication. In particular, we thank

- Farouk Mawlawi- Chief, Non-Governmental Organizations and Institutional Relations, and the Department of Public Information Staff.
- Gordon J. Klopf- Chairperson, Executive Committee of Non-Governmental Organizations.
- William Vendley- Chairperson, 1992 NGO/DPI Annual Conference and the Conference Planning Committee.
- The outstanding speakers and the resource persons.
- The enthusiastic participation of the NGO community around the world.

Finally, I express my sincere gratitude to the members of the Working Group on Conflict Resolution of the NGO Executive Committee for the time, expertise, and good spirit they contributed to this publication.

S. Gloria Garcia, CSJ--Chair
Working Group on Conflict Resolution

ASOCIACION CONCIENCIA
Florida 633- Capital Federal (1005)
Argentina

Sofia Laferrere de Pinedo
President
393-5191

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

Asociacion Conciencia is a nonpartisan, nonprofit NGO aimed at transforming a passive people into a mature, responsible citizenry, educated in the principles of democracy.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

The conflict lay in the difficulty that arose when different sectors in the community had to work on a common project. There is scarce experience on the solving of problems with intersectorial collaboration.

How do you think the conflict developed?

Even at the beginning of the seminar, the sectors involved seemed to ignore each other and their respective activities.

Parties to the conflict

Business people
Educators
Government Officials
Political and trade unionists
NGOs

Position of each party involved in the conflict.

At first each sector wanted to stay with its particular problems and had little or no intention of working on a common project.

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

To separate people from the problem.
To concentrate on interests, not on positions.
To create options for mutual benefit.
To insist that criteria be objective.

Duration of the conflict_____ **Date of resolution if achieved**_____

Due to the character of the "conflict" it is difficult to set dates.

Final resolution or improved state of the conflict.

The five sectors reached consensus and formed a group to work on a community project.

How has your approach to conflict resolution changed or been strengthened by this experience?

Conflict resolution by negotiation proved to be a useful methodology to make people aware of the importance of prioritizing local problems and their solutions.

How can your story help other NGOs?

NGOs working in communities could apply these methodologies to get different sectors to work together on the solutions of their problems. Conciencia has two manuals specially designed for the organization of a seminar: "Interaction for a Project" and "Negotiation in Mutual Benefit."

CONFLICT RESOLUTION MODEL
FOR
ASOCIACION CONCIENCIA

San Carlos de Bariloche is a city of 83,200 permanent inhabitants with a large tourist population during winter sports and the fishing season. This causes all sorts of problems in the normal development of the region and in the city's life.

I think we should look for solutions on protecting the environment: fires, dirt and wood-cutting are the problems. There is a real problem with drugs and the behavior of the youth in the schools. For me the problem is cultural. Bariloche has a population consisting mainly of immigrants, business and science people, and hippies. We are very individualistic, isolated and preoccupied with private things.

Tourism should be the main income for our region, but this is not so because tourists come with their travel package prepaid from Buenos Aires. Many hotels are owned by travel agents. Tourism causes more trouble than satisfaction.

During the seminar, "Interaction for a Project," the participants were stubbornly attached to their own way of focusing on the problems in the community.

The negotiation techniques applied for the resolution of this conflict worked so well that finally the group reached a consensus and as a result they decided to work on a common project they titled: "Development of an environmental and touristical conscience to improve the quality of life."

NGOs, officials, businessmen, representatives of unions and schools began to work on these specific problems:

a) *Garbage, lake and air contaminations, noises, fires and wood cutting.*
b) *Improving tourist information, and good services for the tourists, in an effort to promote tourism in an effective way and of providing interesting programs for the young stressing the need to value the natural resources and the environment.*

After 8 months the campaign is booming.

Sofia Laferrere de Pinedo- - President

ASSOCIATION OF ALL INDIA BOY SCOUTS
7 Mathura Road
Jangpura-B, New Delhi-110014.

S.H.A. Jaffri
National Commissioner
4616437

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

The aim of the All-India Boy Scouts Association is to help boys irrespective of race, creed or caste, to become good citizens reverencing God, living as loyal citizens and subordinating personal interest to the welfare of others, abstaining from violence of thought, word or action, to form their character by training them in habits of observation, obedience and self-reliance, to teach them services useful to the public and handcrafts useful to themselves and to promote their physical development and health.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

How do you think the conflict developed?

Due to political and communal reasons.

Parties to the conflict

There are so many.

Position of each party involved in the conflict.

Some are national and some are local.

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

We never participated. Our aims have been social services and to help humanity irrespective of caste, creed and religion and to create national integration.

Duration of the conflict_____ **Date of resolution if achieved**_____

Final resolution or improved state of conflict

How has your approach to conflict resolution changed or been strengthened by this experience?

How can your story help other NGOs?

They approach us in time of need to create brotherly feelings. No NGO hates us.

CONFLICT RESOLUTION MODEL
FOR
ASSOCIATION OF ALL INDIA BOY-SCOUTS

We belong to an organization which, since its inception, has been serving humanity irrespective of caste, creed and religion. In conflicts we do render first aid, and provide all sorts of medicines and other facilities to injured and needy persons, not asking about their aims or objectives. We do not ask the names of organizations to which they belong. Our past experience has been that no one hates us due to our humble services to save humanity.

S.H.A. Jaffri--National commissioner

ASSOCIATION OF WORLD CITIZENS,
ETHICS AND EDUCATION COMMISSION
12 Wood Road
Barrington, NH 03825

Tom Hansen
Assoc. of World Citizens
(603) 664-2905

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

Founded in 1975, World Citizens Assemblies have been held worldwide to abolish war and build a world community.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

Intercultural conflict as a result of sovereignty of nations. The conflict that results from the fear of foreigners who threaten national independence (sovereignty of nations) and causes international cultural conflict. Education, media and teaching within each nation contributes to cultivating national independence, which, in extreme forms, leads to cultural conflict.

How do you think the conflict developed?

Each country's education system contributes to the cultivation of national independence, engendering a loyalty to the nation as opposed to the world. If national education systems are aimed fully at the liberation of the mind and heart, then they would not produce this narrow loyalty to the nation states.

Parties to the conflict.	**Position of each party involved in the conflict.**
Peoples of the nations	*Suspicion and mistrust*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

The techniques were celebration, teaching of children, and prayer. Celebration helps people relax and unite their hearts through an experience of joy and mutual empowerment. The relationships that result form the basis for trust, leading to new ways to work together for world cooperation and order. Children are not conscious of the difference between people and nations: they are only conscious of their oneness with humanity. Prayer appeals to all the world's religions and knows no national divisions. Invocation of the Universal Spirit of God in prayer, inclusive of all the world's religions, recognizes every person as a Child. The work of national education is undone as the system of national loualty is countermanded and a respect for each person as a global citizen is cultivated. Even though prayer is not easily incorporated into diplomatic discourse, respect for the people in prayer compels others to rethink problems.

Duration of the conflict *continuing* **Date of resolution if achieved** _____

Final resolution or improved state of conflict.

The improved state of the conflict in the 9 December 1992 pilot implementation of the Celebration of the Children of the World was shown in a morning vigil, afternoon procession and children's celebration where people became part of a global community and transcended the conflict that resulted from their sovereign needs.

How has your approach to conflict resolution changed or been strengthened by this experience?

When people come together to listen to children and to participate in a celebratory prayerful experience, a shift in their consciousness occurs. They experience being part of one human family, an emerging global community. This change in people strengthens their political commitment to international world order and cooperation whil. helping them let go of their sovereign needs. Conflicts are lessened between people who experi.nce global community.

How can your story help other NGOs?

This technique fosters global cooperation for political action. This process is available to other NGOs in an unpublished master's thesis, Celebration for the Children of the World: A Model for Building Global Community (Virginia Swain, Lesley College, Cambridge, MA, 1993). The Celebration Model has potential for different implementations for NGOs in international settings.

CONFLICT RESOLUTION MODEL
FOR
ASSOCIATION OF WORLD CITIZENS

The Celebration for the Children of the World, a model for relieving the conflict of national sovereignty by uniting hearts and minds, was inspired by a vigil of the World's Religions at the Earth Summit. People from nations all over the world transcended their sovereignty in a celebratory, prayerful experience of one human family. The street children of Rio de Janeiro contributed to the inspiration for this model in their clear expression of love and joy, despite their great needs for adequate food and shelter.

An active coalition of sixty UN agencies; member states; NGOs; religious, environmental and peace organizations was organized to support the 9 December 1992 event, building on the groundswell of the Earth Summit. Political support was included for Agenda 21, chapters 24-26, strengthening the role of NGOs indigenous peoples and children.

Steps to relieve the conflict involved in national sovereignty included an artistic celebration, teachings of children, and prayer, inclusive of all the world's religions in the day-long event. A morning vigil, a celebratory procession and an afternoon children's event implemented the steps. Many people experienced changes: attitudes of love and acceptance; removal of overprotective barriers of national loyalty; validation of the common good of global community; a renewed way to listen to children and each other; expansion of identity beyond individual needs; and an experience of political power growing from collaborative conflict resolution.

The Rev. Dr. Jeffrey Golliher, Anglican Observer Office representative for the environment at the UN, said: "Following the Earth Summit's spirit of hope, this very successful celebration brought together artists, spiritual leaders and children, reminding UN delegates of the importance of Agenda 21 and honoring the role of indigenous peoples for the future of the earth."

Virginia Swain- - Association of World Citizens

BREHON LAW SOCIETY
52 Duane Street

New York, N.Y. 10007

Paul O'Dwyer, Esq.
NGO Main
Representative
(212) 571-7100

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

We are a human rights bar association concerned with violations worldwide but particularly in Northern Ireland. The Society sends lawyers as legal observers and studies the effect of the criminal justice system as it applies to the residents and emigres of Northern Ireland.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

We have improved the regional conflict in Northern Ireland by investigating intimidation of lawyers, assassination of lawyers, harassment of witnesses and by lobbying for improved housing and jobs for civilians living in the combat zone.

How do you think the conflict developed?

Eight hundred years of colonial rule by the United Kingdom over Ireland.

Parties to the conflict.

United Kingdom
Ireland

Position of each party involved in the conflict.

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

Ending discrimination in housing and employment, and the application of the civil and criminal justice system would serve to alleviate and redress historic wrongs of colonial oppression.

Duration of the conflict *800 years* **Date of resolution if achieved** *ongoing*

Final resolution or improved state of conflict.

Publication of books, law review articles and submissions to governments, conferences on human rights in Northern Ireland, Montreal, London and Belfast, appeals to the Home Secretary, The Northern Ireland Secretary and the Attorney General of the U.K. and six consecutive years of testimony before the Decolonization Committee have helped free innocent people from prison,improved housing and employment.

How has your approach to conflict resolution changed or been strengthened by this experience?

Our efforts as a bar association combined with other civil and human rights groups has been satisfactory, yet the war in Ireland's northern six counties continues unabated since 1971.

How can your story help other NGOs?

NGOs can identify with a relatively small group of (400) lawyers who have limited time and funds, yet have fought against special courts, summary execution, state sponsored violence, housing and employment discrimination and made a small measure of progress.

CONFLICT RESOLUTION MODEL
FOR
THE BREHON LAW SOCIETY

The United Nations has taken no action to address the 24 year conflict over the north of Ireland. British government "peacekeeping" has really been the longest continuous war in British military history. Respected human rights NGOs have documented Britain's violations of every major human rights instrument.

The Brehon Society believes the U.N. can help resolve this conflict. But, having identified what the U.N.'s role should be, what is the appropriate role for NGOs? We believe the South African experience proves the importance of holding governments to account when they create or contribute to human rights violations.

Therefore we asked the U.N. Department of Public Information to hold briefings for the NGO community on "Human Rights and Self-Determination with Particular Reference to Northern Ireland." These were held on December 9, 1991, following a symposium entitled "Towards a Peaceful Settlement of the Conflict over Northern Ireland," in the U.N. Church Centre. This was addressed by many human rights experts and attended by representatives of Member States and NGOs. This event, unique in the history of the United Nations, provided the substantial audience with abundant research and documentation proving that the following conditions continue to operate in the north of Ireland: arbitrary arrest and detention, torture, summary executions, inhuman and degrading treatment, malicious prosecution and denial of criminal defense rights as guaranteed by international law.

Our society has for years sent fact-finders and observers to conduct inquiries and attend judicial proceedings in Ireland. Our findings show that the status quo is unacceptable to all, yet the people of Northern Ireland, not to mention the Irish Republic and Britain, have never been offered any viable alternative.

We seek international cooperation to rebuild a united Ireland, with the full range of rights in the International Covenant on Economic, Social and Cultural Rights and the International Covenant on Civil and Political Rights. Foreign investment must provide fair employment and training opportunities for all.

The United Nations must act as guarantor of economic and political human rights in Ireland. As NGOs we may not be able to end conflicts but we can help the people affected to find ways of resolving the conflicts for themselves. The Brehon Society believes that by helping to bring the parties together outside the narrow confines of the present debate, we can empower them to create new solutions. We will continue to bring pressure on the U.N. member states and NGO community to recognize the responsibility they have ignored in this tragic corner of Europe.

Paul O'Dwyer, Esq.—NGO Main Representative to the U.N.

CONGREGATIONS OF ST. JOSEPH
480 S Batavia St.
Orange, CA 92668

Norm Anderson
Director of Development
(714) 633-8121

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

The Sisters of St. Joseph of Orange is a congregation of Catholic women religious engaged in various educational, health care, social and pastoral works.

Identify one conflict which you have resolved or improved within the last five years and in which you have been a lead player.

The Sisters of St. Joseph of Orange became involved in 1992 in an ongoing conflict between a group of Native Americans in Orange County, California, and local religious officials. The tension headed towards its zenith in May 1992, when it appeared that a site believed to be an Indian Burial Ground was to be paved over for use as a church parking lot.

How do you think the conflict developed?

I would assume that the conflict developed over the desire of the indigenous people to maintain their ancient heritage versus the perceived need to provide adequate parking facilities to the very busy church, historic mission grounds and the public library.

Parties to the conflict.	**Position of each party involved in the conflict.**
The Juaneno Band of Mission Indians.	*Resolved to maintain what they believed to be an ancestral burial ground as a sacred site.*
The City of San Juan Capistrano & officials at the Old Mission San Juan Capistrano.	*Desired to use the vacant lot as a needed parking facility for the church, the mission grounds and the library.*

What was the rationale for the techniques used to facilitate the resolution of the conflict?

The Sisters of St. Joseph of Orange, in keeping with their mission of unity and reconciliation, desired to offer to the wider community an awareness of the culture, history and spirituality of the local Native American peoples. They hoped that by bringing together all parties for the planning of a special event that would spotlight the heritage of the American Indians here, the stage might be set for dialogue and mutual understanding.

Duration of the conflict.

The duration is historic. Some would say it started with the arrival of Europeans to the Americas in 1492. While the issue of the parking lot may be resolved for now, there is much work to be done in the area of justice for the Native American people.

Final resolution or improved state of conflict.

The City of San Juan Capistrano has returned the property in question to Old Mission San Juan Capistrano. It remains unpaved, and, I understand, the local Native Americans are pleased.

How has your approach to conflict resolution changed or been strengthened by this experience?

The Sisters of St. Joseph of Orange are committed to alleviating conditions that cause ignorance and oppression. This experience has strengthened the resolve of the Sisters and their co-workers to continue that commitment to the best of their ability wherever poverty, ignorance, suffering and oppression are witnessed.

How can your story help other NGOs?

I think our experience has demonstrated - in a very small way - what can be accomplished when groups that are at odds with one another are brought together for creative, positive sharing.

CONFLICT RESOLUTION MODEL
FOR
CONGREGATIONS OF ST. JOSEPH

Years-old tensions between a group of Southern California Native Americans and local Church authorities came to a head in May 1992, when officials at historic Old Mission San Juan Capistrano deeded to the city a vacant piece of church-owned property with the agreement that the land would be paved and used as a parking facility for visitors to the parish church on weekends and for the nearby public library during the week.

Using old maps, the Native Americans of the community had recently determined that the lot was an ancient Indian burial site, considered sacred by the Native Americans. When neither civic nor religious authorities would alter plans for paving the property, the local Native Americans (called the Juanenos or Acjchemem people) were deeply angered and felt betrayed by Church authorities whom they thought were being insensitive to Native American spiritual and cultural traditions. The mission, they pointed out, had been established in 1776 to serve the local Native population. As the news media became aware of the story, it was covered in the daily press and telecast on evening news. Emotions on both sides were running high.

In order to help the local non-Native community better understand the heritage of Orange County's Native American peoples, the Sisters of St. Joseph of Orange, through their Communications and Development Office, initiated plans for bringing the groups together. What evolved was a major day-long "Native American Experience" designed to showcase the history, traditions, culture, foods, arts, crafts and spirituality of the local indigenous peoples. Some 600 people were in attendance, including 200 Native American presenters from several areas of California. Native Americans and clergy from the Mission church were fully involved in every stage of the planning, and both participated in the event itself. At the end of the day, gifts were exchanged. And the County's daily newspaper ran this headline the next day: "Catholics and Indians Mend Past at Festival."

As of this writing, the vacant lot has been returned to the church by the city and it has remained unpaved.

Norm Anderson- - Director of Development & Communication

THE CONGRESS OF JOURNALISTS
1 Dositheos Street
Nicosia, Cyprus

Ilya Osadchuk
President
377232

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

The Congress of Journalists is an independent international voluntary association set up in 1991. Our purpose is an all-round defense of the rights and freedoms of journalists. We publish our magazine "ME."

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

My organization has addressed the Cyprus problem. We have given it publicity in the Russian mass media. Among other activities we hosted foreign journalists in Cyprus for them to form personal opinions on the problem.

How do you think the conflict developed?

The conflict developed because of three main reasons:

1--foreign interventions,culminating with the Turkish invasion;
2--the 1960 Constitution, which was not functionable;
3--mistrust between the two communities.

Parties to the conflict	**Position of each party involved in the conflict.**
Greek Cypriot community ~ Greece	*Reunification of the island under a federal roof.*
Turkish Cypriot community ~ Turkey	*Recognition of two separate states.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

The method used is that of intercommunal talks under the auspices of the UN, through the UN Secretary-General's good offices. The rationale is that only the directly involved parties, that is, the two communities, can reach a solution.

Duration of the conflict *30 years* **Date of resolution if achieved** *Not yet*

Final resolution or improved state of conflict.

For the part of the UN, a solution is sought on the basis of which foreign troops withdraw, fundamental freedoms are restored, human rights are respected and the Republic of Cyprus is converted to a bicommunal, biregional federal state. There would be international guarantees of the resolution.

How has your approach to conflict resolution changed or been strengthened by this experience?

I have realized that different standards should not be implemented in different conflicts and that the sole criteria for a solution should be International Law and the Charter of the UN.

How can your story help other NGOs?

Though each conflict has its peculiarities, none the less all have something in common. Its emergence and pending situation is mainly due to violation of internationally recognized principles.

CONFLICT RESOLUTION MODEL
FOR
THE CONGRESS OF JOURNALISTS

Situations where a regional problem is left pending or, equally, is unjustly resolved (departing from any other point but the will of the peoples) cannot constitute solutions. The problem recurs, only with increased severity. We are not claiming that some magic recipe can be elaborated permitting an immediate solution of all regional conflicts. However, the principles that could constitute a universal basis for the solution of regional conflicts exist. We find them in The Charter of the U.N., in the Declaration of the Principles of International Law, the Helsinki Final Act and the Charter of Paris.

In practice, of course, the implementation of general principles in specific cases is very difficult. However, in all regional conflicts the principal therapy is the respect of International Law and particularly of human rights. We understand that this by itself might not satisfy the ethnic and racial groups. That is why respect of communal rights is also needed. The system of principles that defines when new states should be granted diplomatic recognition needs to be given an urgent impulse and regulation. The general guidelines, however, already exist and are found in International Law.

Firstly, if the creation of a new entity is a result of foreign intervention, then in no case can we talk of a new state, since the territorial integrity of the state from which secession is attempted is being violated.

Secondly, the entity that strives for a state should prove that it constitutes a separate people. In the overwhelming majority of cases, each state is composed of only one people, and only in extremely rare cases of historical, national and geographic peculiarities should it be made acceptable that a given state is inhabited by more than one people.

Thirdly, for a people to separate from an existing state to create their own state their rights should have been violated in a grave and systematic way, to a degree of genocide. Only if this happens is the new entity considered a state and other states have, therefore, the right to recognize it, if they so desire. .

Ilya Osadchuk- - President

FEDERATION OF PEACE AND CONCILIATION
129010 Moscow, pr. Mira
36 Russian Federation, Russia

Andrei Gostev
Program Director
260 30 36

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

A Non-governmental public organization devoting efforts to international peace-keeping, conflict resolution, mediating activities, as well as humanitarian and cultural programs.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

Armed conflict between South Ossetian and Georgia. Liberation of T. Kulumbeqov (leader of Ossetian Parliament).

How do you think the conflict developed?

This was one of the numerous conflicts in the period of collapse of the former USSR caused by the ethnic/national rivalries and unresolved legal/territorial disputes between different former parts of the country.

Parties to the conflict.	**Position of each party involved in the conflict.**
1.National Ossetian forces	*1. South Ossetia seeking formal independence from Georgia.*
2. National Georgian forces	*2. Georgia trying to keep Ossetia on the status of autonomous region within Georgia.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

1. Mediation between conflicting sides.
2. Involvement of international organizations.

Duration of the conflict *3 months* **Date of resolution if achieved** *Fall 1992*

Final resolution or improved state of conflict.

Conflict continues in a hidden form while open armed fighting has been stopped.

How has your approach to conflict resolution changed or been strengthened by this experience?

How can your story help other NGOs?

CONFLICT RESOLUTION MODEL
FOR
FEDERATION OF PEACE AND CONCILIATION

The FPC has received numerous letters from the conflict region of South Ossetia about hostages.

We've contacted governmental structures in Northern Ossetia, South Ossetia, Georgia and Russian Federation.

The list of S. Ossetian hostages with background documentation was sent to Amnesty International.

The information about arrest of the leader of S. Ossetia, T.Kulumbeqov, was widely publicized by us in the mass media.

Our actions have facilitated temporary compromise between the conflicting sides on the matter of political hostages and as a result T.Kulumbeqov has been released.

Andrei Gostev--Program Director

INSTITUTO PERUANO De POLEMOLOGIA
ap.post.2284
Lima 1 Peru

Ernesto Velit G.
President
49-8855

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

Associated with the U.N., we are working on education for peace, disarmament and denuclearization of Latin America, and human rights.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

Campaign of Education for Peace and Defense of Human Rights among the marginal populations of Lima, in order to avoid their identifying themselves with the terrorism of "Sendero Luminoso"(radical group "the Shining Path"). Excellent results have been recognized by the government of Peru.

How do you think the conflict developed?

The defeat of Sendero Luminoso is near, but we believe the marginal populations ought to protect themselves with the Campaign of Education for Peace and the Defense of Human Rights in order to banish among the poor populations the image of terrorism.

Parties to the conflict.	**Position of each party involved in the conflict.**
Peruvian State and armed forces.	*To impose order and tranquility.*
Sendero Luminoso. *Narcotic terrorism-MRTA*	*To destroy bourgois society.*
Revolutionary Movement *"Tupac Amaru"*	*To build a Marxist-Leninist society.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

Military strategy under the care of the armed forces. Education of the population in defense of Peace and Human Rights under the care of institutions like the Institute of Polemologia.

Duration of the conflict *12 years* **Date of resolution if achieved** _____

Final resolution or improved state of conflict.

The Peruvian government assures that this defeat of terrorism will be completed by 1995, but the narcotic traffic will still continue and that will threaten the appearance of some other terrorist group.

How has your approach to conflict resolution changed or been strengthened by this experience?

How can your story help other NGOs?

I consider that it is necessary to find a means that will assure economic support to the institutions in which we work in Education for Peace and Human Rights.

CONFLICT RESOLUTION MODEL
FOR
INSTITUTO PERUANO De POLEMOLOGIA

Since 1980 the Government and the people of Peru have been confronted with the terrorist group "Sendero Luminoso". In 12 years of internal war they have provoked 25,000 deaths and caused more than 20 million dollars in material ruin. The marginal population of the Andes and the urban zones are won over by Sendero Luminoso whether voluntarily or by threats.

Actually more than 80% of the terrorist leaders are prisoners in maximum security jails. We are developing a strong campaign of Education for Peace, for Defense of Human Rights, for respect for the State and its organizations in order to counter sympathetic feelings toward terrorism and to prevent the birth of new terrorist groups.

Unfortunately, we do not have the economic support of the government in order to continue this task which we consider fundamental.

Dr. Ernesto Velit G.-- President

INTERNATIONAL HUMAN RIGHTS ASSOC. OF AMERICAN MINORITIES
Ste.253, 919c Albert St.
Regina, SK. S4R 2P6

Y. Kly
Chairman
306-924-1285

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

IIIRAAM is an international NGO whose focus of attention is on human rights violations of formerly enslaved minorities.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

The refusal of an American university to permit the official establishment of a Black Students Organization.

How do you think the conflict developed?

The university rightly felt that it would be against U.S. civil rights law to permit the establishment of an organization that would by definition not be open to white students, while the black students (African-American) misunderstood the university as wanting to discriminate against African-American (black) cultural organizations.

Parties to the conflict.	**Position of each party involved in the conflict.**
Law school located at a major U.S. university.	*The administration of the law school felt that to permit the establishment of a black organization would violate the rights of white students.*
Its African-American student population.	*The black students felt that their right of association was being violated.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

In bringing the parties together, the IHRAAM mediator pointed out that when the Law School spoke of a black organization, it assumed the students intended a for-black-only organization, while the black students (all African-Americans) really wanted a cultural African-American organization, similar to that of Philippine students, etc. It was further pointed out that an examination of the meaning of the ethnic rights called for in Article 27 of the International Covenant on Civil and Political Rights would provide the moral and legal basis for an acceptable resolution of the conflict. Both parties appeared willing to adhere to the international legal view.

Duration of the conflict *6 months* **Date of resolution if achieved**_____

Final resolution or improved state of conflict

The conflict is not yet completely resolved. However the black students have decided to organize an African-American student organization to which all persons interested in the promotion and preservation of African-American cultural objectives in legal studies can join. The Law School, on the other hand, does not see any illegality in this type of cultural organization.

How has your approach to conflict resolution changed or been strengthened by this experience?

Particularly in developed states such as the U.S., where cultural, economic, political and other problems are often subsumed as problems of race or racial discrimination, it may be useful to carefully evaluate the nature of inter-ethnic conflict and to separate the racial issues from the others, so that an appropriate analysis and solution may be put forward.

How can your story help other NGOs?

Sometimes international legal concepts are able to better express the demands and desires of national groups and individuals in conflict, in the absence of an appropriate national concept.

INTERNATIONAL MAHAVIR JAIN MISSION
65 Mud Pond Road
Blairstown, NJ 07825

P.N.Jain (Bawa)
Secretary
(212) 371-0386

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

The International Mahavir Jain Mission is involved in the education for non-violence and the teaching and preaching of this universal principle as it applies to conflict resolution, the environment and animal rights.

Identify one conflict which you have resolved or improve within the last 5 years and in which you have been a lead player.

His Holiness Acharya Sushil Kumar Ji Maharaj serves as President of the All India Ram Janambhoomi-Babri Masjid Solution Committee in an effort to resolve the Ram Janambhoomi-Babri Masjid issue.

How do you think the conflict developed?

This conflict developed as the disputed site is claimed to be a sacred center of worship by two opposing religious traditions: the Hindus and the Muslims.

Parties to the conflict.	**Position of each party involved in the conflict.**
Hindus	*Claim that site was a temple destroyed by Muslim invaders.*
Muslims	*Claim that site was a mosque originally constructed by Muslims.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

As lasting peace can only be achieved through non-violent rather than political solutions, we must approach conflicts and apply the basic tenets of non-violence without prejudice or bias. We are currently in the process of establishing a University of Non-Violence in the city of New York as well.

Duration of the conflict *6 years* **Date of resolution if achieved**_____

Final resolution or improved state of conflict.

A national disaster that threatened to divide the country to the point of civil war was averted due to the timely intervention of Acharya Sushil Kumar's non-violent approach to conflict resolution.

How has your approach to conflict resolution changed or been strengthened by this experience?

Our faith in non-violent conflict resolution was strengthened by this experience as the debilitating effects of violence were exposed in the destruction of the disputed site.

How can your story help other NGOs?

Our experience has taught us the importance of not politicizing religious disputes. Furthermore, spiritual leaders should be invited to participate in peaceful conflict resolution as they maintain large followings and people often have greater faith in their solutions.

CONFLICT RESOLUTION MODEL
FOR
INTERNATIONAL MAHAVIR JAIN MISSION

Ayodhya, India is considered to be the birthplace of Lord Ram by 700 million Hindus the world over. It is also considered to be the site of a Muslim mosque constructed during the Moghul invasion. An intensely volatile situation has developed since 1987 regarding the religious orientation of the disputed site -- a conflict whose ramifications extend beyond the borders of India to the Hindu and Muslim worlds at large.

With chapters throughout the world and a following of devotees that numbers in the millions, Acharya Sushil Kumar has dedicated more than four decades to conflict resolution and played a leading role in mitigating the enormous consequences of the aforementioned Ram Janambhoomi-Babri Masjid issue.

At the onset of the dispute, a meeting was convened in New Delhi to discuss the mounting communal tensions in the country. His Holiness the Dalai Lama, Hindu leader Jagadguru Shankaracharya, Muslim leader Maulana Abdul Karim Parikh, Archbishop Mar Gregarious met Acharya Sushil Kumar. At the close of this session, Acharya Sushil Kumar was requested to take charge in seeking a peaceful and non-violent solution to the dispute.

The Acharya immediately began reaching out to the fundamentalists in both the Hindu and Muslim communities to establish their faith and confidence. He toured various towns and villages extensively and continued to call meetings until both of the conflicting communities had pledged their trust in his ability to reach an amicable solution. A momentous gathering took place at our Mission's headquarters in New Delhi. For the first time since the onset of the dispute, prominent leaders joined on a common platform to discuss a peaceful resolution to their conflict, as the Shahi Imam of Jama Masjid New Delhi (Syed Abdullah Bukari) sat in negotiation with nearly 50 other distinguished spiritual leaders, including a number of Hindu Shankaracharyas and representatives from varying factions and sects.

The All India Ram Janambhoomi-Babri Masjid Solution Committee formed and The Acharya was unanimously requested to serve as President. He led a delegation of archaeologists and historians to visit the disputed site to ascertain certain historical facts. The Hindu and Muslim communities had by this time pledged their total support and unconditional acceptance of whatever solution was to be reached under the direction of The Acharya. The central government was also issued a deadline before which they were expected to declare their approval of the solution. Thereafter, The Acharya met with Prime Minister V.P.Singh and forwarded three follow- up letters detailing an amicable solution. Eventually our Mission received the Prime Minister's formal reply, whereby he recognized The Acharya for his valiant efforts and stated that he would contact him at some future date. Unfortunately, foreign divisive forces were also at work and the government soon collapsed.

The succeeding government did, however, recognize The Acharya's efforts as new Prime Minister P.V.Narasimha Rao conferred the National Integration Award for his outstanding work in maintaining national harmony and universal brotherhood. Yet sporadic incidents of violence soon erupted and culminated in the destruction of the disputed site by fundamental radicals. The Acharya immediately embarked upon an extensive peace march throughout the trouble torn areas of Western and Central India, where he and the Hindu and Muslim leaders who accompanied him were greeted by a sea of humanity.

A national disaster was averted due to The Acharya's timely intervention. Today efforts continue to unite the conflicting factions in peaceful negotiation, knowing that lasting peace can only be achieved through non-violence as a universal principle.

P.N. Jain (Bawa)- -Secretary

INTERNATIONAL ORG. FOR UNIFICATION OF TERMINOLOGICAL NEOLOGISMS
ul. Filtrowa 54/58 /I p.,
02-057 Warsaw

Zygmunt Stoberski
President
48-2/658-14-76

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

IOUTN strives to bring closer all nations through borrowing of neologisms in all fields from the languages of origin and transferring them to the less developed states in international and differentiated form.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

IOUTN's goal is to resolve not individual but global and eternal conflicts between languages/nations and acts under the mottos: "Science is the property of mankind" and "Terminology integrates the world. ' There are more and more language families which are bringing closer their specialized terminologies: "Lingue Latinae,""Iberoten," Scandinavian Terminologies, Bureau de l'Arabization, etc.

How do you think the conflict developed?

Conflicts develop from the eternal and universal process of disintegration and integration and the tendency of all individuals and groups to dominate the neighborhood: in family and between friends, acquaintances, religions, nations, political parties, classes of society,races, etc.

Parties to the conflict.	**Position of each party involved in the conflict.**
Nations, religions, political parties, classes of society (owners-managers, officers, workers, employees) different races, as well as all individuals.	*To dominate the other party*

INTERNATIONAL ORGANIZATION FOR UNIFICATION OF TERMINOLOGICAL NEOLOGISMS CONT'D

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

Striving to bring closer both parties. We believe first of all each governmental and nongovernmental organization affiliated with the U.N. should act under the joint motto: "Each race, each national language, state, religion and all classes of society are our friends."

Duration of the conflict_____ **Date of resolution if achieved**_____

Each integration or solution of social conflict is changed by disintegration or conflict and then, again, integration, and so on.

Final resolution or improved state of conflict.

Final resolution is the commitment of educated people, especially youth, in the spirit of mutual understanding, to prevent all kinds of aggressions and spreading of mistaken and deceitful opinions establishing enmity to other races, nations, languages, classes of society and religions. The lack of efforts to bring closer all human points of view is the predominant reason for antagonisms and conflicts.

How has your approach to conflict resolution changed or been strengthened by this experience?

How can your story help other NGOs?

IOUTN has prepared a book, "To Live And Survive" (In the Interest of Science and Mankind), which we want to deliver to all NGOs with the suggestion to guide themselves with it in their everyday activity. The above mentioned suggestion to bring closer all persons, social groups and nations which are under the pressure of the eternal and universal processes of disintegration and integration and the inseparable striving of everybody to prevail over others is the indication for all NGOs how to act to avoid conflicts in the world seemingly united in the U.N.

CONFLICT RESOLUTION MODEL
FOR
INTERNATIONAL ORGANIZATION FOR UNIFICATION
OF TERMINOLOGICAL NEOLOGISMS

The everlasting conflicts caused by economic differentiation have been liquidated for ages through individual or collective rapprochements: various special programs of more equitable division of public and private property.

All conflicts in families are always softened by the development of closer relations.

In order to avoid repeating racial conflicts, people are tending to bring closer different races on the individual and collective levels.

The persisting conflicts of a religious nature can be avoided only by further development of individual and collective rapprochements between believers and hierarchies.

Politicians, who are willing to avoid enduring conflicts, are aware that the only way to do this is to keep in touch with their opponents and try to conclude short or long term agreements.

The present way to minimize the possibility of national conflicts based on national-linguistic differences, is the rapprochement of languages. It may happen through the assimilation of specialized terminology. Apart from practical advantages, the borrowing and assimilation of neologisms would also be characterized by psychological and educational advantages.

As long as there exist some differences resulting from the everlasting and universal process of disintegration and integration in society and nature, as well as from the trend of domination of individuals and collectives over individuals and collectives surrounding them, all the above mentioned conflicts, even in families, will exist. Therefore they will exist always, but the extent of those conflicts depends wholly on the individual and collective awareness of everybody and only the human consciousness is able to minimize all the above mentioned conflicts, or prevent them completely. The only thing which a human intelligence and consciousness, being aware of that necessity can provide is the tendency to rapprochements and closer relations between individual, nations, religions, races, political parties, classes of society, etc. Being aware of this potential development of mankind we may solve and reduce every kind of conflict.

IOUTN recently initiated an International Federation of Terminology Banks to realize this policy by a worldwide exchange of specialized terminology.

Zygmunt Stoberski- -President

LAMBETH MEDIATION SERVICE
106 Clapham Road,
London SW9 OPU

Greta Brooks
Coordinator
081 678 6046

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

The Service mediates disputes between neighbors in Lambeth. It also seeks to spread the idea of conciliation within the community.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

The dispute discussed arose over children from two families squabbling while playing in the street.

How do you think the conflict developed?

The conflict developed because the parents shouted at each other's children. Then threats were exchanged and culminated in actual assault at the school gate, with each mother accusing the other.

Parties to the conflict.	**Position of each party involved in the conflict.**
1. One lone parent with three children.	*Felt her children were picked on and might be harmed.*
2. Two parents, one having English as a second language, with three children.	*Father worked long hours. Mother isolated and complained to father about their troubles.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

Each party was affirmed and their feelings validated in order to allow them to move from negative feelings and the past, to creative thinking and the future. An interpreter was provided so that the second mother could express herself in her own tongue.

Duration of the conflict *6 months* **Date of resolution if achieved** *8/4/90*

Final resolution or improved state of conflict.

The parents agreed not to argue with their neighbor's children but to talk to their neighbors to find ways to prevent any problem recurring. They agreed to explain to their children that they would be looking for a better way to talk and wanted the children to do the same. Review in six months: no problems, children playing together.

How has your approach to conflict resolution changed or been strengthened by this experience?

We noted how both parties benefited from the presence of an interpreter which enabled both parties to demonstrate their feelings clearly, thereby rectifying a power imbalance between them.

How can your story help other NGOs?

Other NGOs will meet conflicts between individuals which have escalated. Our story could reassure them that two parties can be helped to hear each other and to rediscover the human being they had come to see as an ogre.

CONFLICT RESOLUTION MODEL
FOR
LAMBETH MEDIATION SERVICE

We were contacted by the husband of the second family after the alleged assault on his wife at the school playground. We visited each family separately in their homes, accompanied by an interpreter.

The second family spoke bitterly about the boy next door banging their front door with a football, being abusive and blocking their car when they went out. The wife claimed she had been threatened and attacked at the school playground.

We listened attentively, summarized the story in non-emotive language and validated their feelings. When we explained the agenda and ground rules for a face-to-face mediation in a neutral place, both parents agreed to try.

The first mother claimed that her children could do nothing without the neighbors shouting at them and particularly picking on her son. She said her neighbor poked her when she fetched her children from school.

Again we listened, paraphrased, validated and explained; and the mother agreed to try mediation. She decided to come alone although there would be two of her neighbors.

The mediation session was conducted by two different volunteers. The interpreter was present. They continued the process of having the disputants describe the situation, their feelings about it and how it was affecting their lives. The mediators summarized what had been heard in non-emotive, non-judgmental language, to check that they had understood correctly and also to give the other party a second chance to hear the story as seen by their neighbor. The mediators then led them to work out for themselves what were the issues and their needs.

By this stage much of the anger had left and it was possible to use the energy in the room to look together for possible solutions. The mediators led the disputants to examine issues one at a time and to work creatively to find answers. After much hard work the disputants reached a four point agreement. The disputants were affirmed and arrangements were made to follow up on the case.

The situation was reviewed after one month and after six months. It was found to have changed completely and no further problems had arisen.

Greta Brooks- - Coordinator

NORFIL FOUNDATION, INC.
16 Mother Ignacia Street
Quezon City, Philippines

Angela Maria L. Pangan
Executive Director
9225119

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

NORFIL is a welfare and community development organization serving disadvantaged families, especially women, children and persons with disabilities through home and community-based programs.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

Harassment of village leaders by men of the 11th Marine Corps Command (Philippine Navy) stationed in three municipalities of Bulacan, a province situated north of Manila.

How do you think the conflict developed?

The campaign for rebel returnees and perhaps the possibility of fast promotion inspired the Marine Corps to investigate the activities of community leaders who were at the time busily engaged in an irrigation project.

Parties to the conflict.	Position of each party involved in the conflict.
1) farmer leaders of the Village Management Committee.	*Suspected insurgents sought clarification through a dialogue and program orientation.*
2) soldiers of the 11th Marine Corps Command Station.	*Induction of rebel returnees to take oath of surrender and attend a seminar for rehabilitation/ debriefing.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

The orientation dialogue between the agency representatives and men of the 11th Marine Corps clarified the aims of the Foundation and the role of village leaders in initiating community projects. The presence of the agency representative during negotiation boosted leaders' confidence in explaining to the military the goals and program's objectives.

Duration of the conflict *two occasions* **Date of resolution if achieved** *1/91, 8/91*

Final resolution or improved state of conflict.

Among the resolutions reached were close coordination between the local officials and the military through various channels of information whenever questionable activities of residents are involved; tighter GO and NGO collaboration through orientation meetings and consultation and for the Department of Social Welfare and Development to provide the military with the list of licensed and accredited NGOs in the province and military.

How has your approach to conflict resolution changed or been strengthened by this experience?

It has been adopted, as a matter of policy, to provide orientation on existing programs and services to GOs, including military and para-military outfits, so that no "mistaken identities" are detained or unduly arrested.

How can your story help other NGOs?

In implementing village level programs, duly designated government officials have to be properly informed of the presence of NGOs in their communities to eliminate or lessen possible conflicts caused by misinterpretation or insufficient knowledge of purpose of NGOs presence in the communities.

CONFLICT RESOLUTION MODEL
FOR
NORFIL FOUNDATION, INC.

In January 1991, the Philippine Marine Contingent stationed in Barangay Bilad-Bilad told leaders and members of the Irrigation Project not to push through with it because NORFIL, the implementing agency is a "communist" organization. They harassed Mr. Sesanando Cristobal, president of the Foundation by taking pictures of his family and implying that he was an insurgent and, therefore, must surrender.

On another occasion suspected rebels were invited to take an oath of allegiance and were required to attend a seminar for rebel surrenderees.

NORFIL, on its part, sent agency representatives in the person of the Deputy Director and the Social Worker assigned in the affected villages to the military camp for a clarificatory dialogue regarding organizational objectives. The Village Management Committee, comprising formal and informal leaders, talked to the Commanding Officer as well.

Although the incident was short lived, it kept some leaders apprehensive and reluctant in helping carry out its project activities. Thus, to allay the fears of village residents and avoid such incidents in the future, it has adopted as a matter of policy to provide an orientation on existing programs and services to government organizations including military and non-military outfits. NORFIL also requested the Department of Social Welfare and Development to include in their protocol through the Public Affairs Liaison Services to inform military units regarding the objects and projects of licensed NGOs in the area.

In the Bulacan incident, NORFIL immediately organized an orientation meeting for officers and men of the 11th Marine Command stationed in the municipalities of Angat, Pandi and Norzagaray. The orientation-dialogue sought to clarify among the military sector NORFIL's vision, mission and goals and allay the fears of village leaders of the military's activities in the affected communities.

Among the agreements reached were close coordination between the military and local officials whenever the military "invite" residents for questioning; issuance of a written invitation to the military for the leaders/persons in question and a continuing dialogue and coordination between GOs and NGOs operating in the villages.

Angela Maria L. Pangan- -Executive Director

RIBBON INTERNATIONAL
7 Diana Hill
Huntington, NY 11743

Michele Peppers
Director/Coordinator
(516) 673-5854

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

The Ribbon International encourages people of all ages and cultures to create Ribbon panels from the theme "What I cannot bear to think of as lost forever in nuclear war or environmental destruction." Panels are created to be tied together and exhibited. Events are held for Earth Day, UN Day and other celebrations.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

When creating Ribbon panels people are asked to consider nuclear and environmental issues and what could be a devastating loss to them. The thought process helps to resolve destructive resolutions in that the Ribbon creator or viewer must consider their own possible losses.

How do you think the conflict developed?

Parties to the conflict.

Position of each party involved in the conflict.

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

People are led to think in terms of care and protection of the earth and its peoples. The tying together of Ribbons created by people worldwide from the central theme helps to resolve conflicts. The thought process is identified with by all who express themselves when creating a Ribbon panel or viewing one.

Duration of the conflict_____ **Date of resolution if achieved** _____

Final resolution or improved state of conflict.

How has your approach to conflict resolution changed or been strengthen by this experience?

The Ribbon project has united people around a central theme, crossing language and cultural barriers.

How can your story help other NGOs?

Other organizations have used the Ribbon Project to identify nuclear and environmental concerns, involving children and adults to create panels, exhibit and use Ribbons in appropriate events. These are modern twentieth century issues and the Ribbon is a creative project, adaptable to various issues. It crosses language and cultural barriers. Many times it has been the first step individuals have taken towards dealing with nuclear or environmental concerns because the project is a constructive enjoyable activity, u niting people on a central theme, yet it deals with truth, joy and possible destruction.

CONFLICT RESOLUTION MODEL
FOR
THE RIBBON INTERNATIONAL

The Ribbon consists of panels of cloth artistically created by grassroots people in countries all over the world. The panels each measure approximately thirty-six inches by eighteen inches with a tie on all four corners.

The first Ribbon events were held in the United States and culminated on August 4, 1985, with fifteen miles of Ribbons surrounding the Pentagon, Capitol and other important monuments in Washington, D.C. That same day Ribbons encircled the A-Bomb Memorial Dome in Hiroshima. These events commemorated the fortieth anniversary of the nuclear bombing at Hiroshima and Nagasaki. Tens of thousands of people were involved in this symbolic gesture of unity and hope for world peace. Ribbon segments had come from many countries to be part of this anniversary.

The theme of the Ribbon "What I cannot bear to think of as lost forever in nuclear war or environmental destruction" was started by Justine Merritt in 1982 by writing to friends and relatives. The idea spread rapidly through churches, schools and organizations and continues to inspire action.

Ribbons have been created by people from all walks of life, from children to adults. Organizations have created panels through group efforts. Language and cultural barriers have been crossed. Creating Ribbon panels has been found to help their makers deal with fears of nuclear or environmental destruction. Ribbons are inspired by a "celebration of life." The panels express spiritual and human values. Often they are poetic and reflect various cultures. The concept behind the Ribbon provokes immediate positive thinking and can lead to action for care and protection of the earth and its peoples.

The Ribbon bears comparison with artistic endeavors past and present. For example, correlations can be drawn between the medieval Bayeux Tapestries and The Ribbon: both are concerned with the concept of war. The first was commissioned after a war and the latter arose as a reaction to the danger of a final confrontation. Another comparison could be to Picasso's monumental Guernica, painted in 1937. (A tapestry of this work hangs in the UN, NY.) The painting was commissioned by the Spanish Republican government during the Spanish Civil War. Picasso, having been witness to much of the destruction, expertly illustrates the tragic emotions of life and death from the violence of war.

Michele Peppers- - Director/Coordinator

RUSSIAN AMERICAN UNIVERSITY
bld. 2, 32 Bakhrushina str.
Moscow Russian Federation

Alexander G. Lounkov
Vice-President
(095) 203-14-04

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

A research and education NGO dealing with economic and political problems, cooperation and disarmament, social issues, human rights, problems of the refugees and minorities, peace-keeping operations, etc.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

Conflict between Moldova on the one side and Pridniesterovie and Gagusia on the other side on the territory of the former Moldavian Soviet Socialist Republic of the USSR.

How do you think the conflict developed?

The armed conflict developed as a result of spontaneous disintegration of the USSR and was based on ethnic, political and economic diversities of historical origin.

Parties to the conflict.	**Position of each party involved in the conflict.**
Moldova	*one and indivisible unitary state;*
Gagusia	*federation*
Pridiesterovie	*federation*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

Rationale: to resolve the conflict by means of political settlement which would balance the interests of the parties involved and stop an open confrontation and armed clashes leading to further escalation. Methods: research (historical, ethnological, political, economic), spot-study and expert analysis, consultations on all levels, drafting an agreement.

Duration of the conflict *1 year* **Date of resolution if achieved** *7/27/92*

Final resolution or improved state of conflict.

A three-sided Agreement signed by Russia, Moldova and Pridniesterovie on July 27, 1992 stopped an armed conflict and resulted in improvement and stabilization of the situation in general with good prospects for its final resolution.

How has your approach to conflict resolution changed or been strengthened by this experience?

The experience gained during negotiations and consultations on all levels up to the highest and spot-study of the situation brought a deeper insight which helped while drafting a Settlement Agreement.

How can your story help other NGOs?

Sharing experience, keeping informed, broadening horizons, cooperation on the level of experts, making use of RAU-experts' potential.

CONFLICT RESOLUTION
FOR
RUSSIAN-AMERICAN UNIVERSITY

The Agreement of Belovezhsk signed by the leaders of the Russian Federation, Belorussio and Ukraine in December 1991 resulted in spontaneous disintegration of the USSR and brought about dramatic changes all over the country.

Political and economic miscalculations and instability paved the way to numerous national and ethnic conflicts and territorial disputes.

Experience shows that in most cases such conflicts, once started, may go on for years and many efforts to resolve them fail.

In the case of the conflict on the territory of the former Moldavian Soviet Socialist Republic we have satisfactory results and improvement of the situation within a relatively short span of time.

The conflict developed after the Moldavian government had passed a number of hasty and insufficiently-considered decisions encouraging nationalistic tendencies in the society. After the Agreement of Belovezhsk the conflict took the form of an open armed confrontation.

Our approach to the choice of methods defining a conflict resolution model was based on all-sided expert analysis, historical, ethnological, economic and political research and multi aspect study of the situation. This expert analysis was completed by the spot-study in the conflict area and consultations on all levels up to the highest with the representatives of all parties involved.

Such an all-sided and complex approach to the conflict resolution allowed our experts to get a complete and realistic picture of the situation and to work out recommendations which laid the ground for successful three-sided negotiations between the leaders of Russia, Moldova and Pridniesterovie. Moreover the Draft Agreement on Principles of Peaceful Settlement signed by Russia, Moldova and Pridniesterovie on July 21, 1992 was prepared by RAU-experts.

The outcome of the three-sided negotiations and the Agreement signed was a cease-fire and further improvement and stabilization of the situation.

Our experts continue to watch the situation closely and to follow the developments in the conflict area, regular consultations being permanent practice.

Dr. Alexander G. Lounkov- - Vice-president

WORLD FEDERATION FOR MENTAL HEALTH
6801 Market Square Drive
McLean, VA 22101

Leila F. Dane
Executive Director
(703) 847-8456

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

Institute for Victims of Trauma, Joint Program on Conflict Resolution, through its Mideast and U.S. advisors, is a grass roots effort to instill non-violent methods of resolving conflicts at basic levels of Islamic societies (work place, mosque, home, school, etc.)

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

IVT-JPCR has played a significant role in advancing alternatives to community violence through its activities as a member committee of the World Federation for Mental Health (WFMH).

How do you think the conflict developed?

Politically oriented peace processes and Western-imposed solutions have diminished or obliterated the desire for peaceful resolution of entrenched conflicts over land, civil rights, religious rights and basic citizenship.

Parties to the conflict.

Arabs, Israelis, Palestinians, etc

Position of each party involved in the conflict.

Too complex to be stated in the space allowed.

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

If Mid Eastern religions, academic and mental health leaders could be exposed to the academic discipline of conflict resolution and mediation processes, and those leaders could validate and promote these concepts to members of their societies, the chances of changing attitudes and opening minds to non-violent approaches to conflict would be greatly enhanced. Hence the formation of JPCR and the successful execution of a 1991 working conference in Cairo, "Examining the Merits of Conflict Resolution," and the continued development of this program with the goal of expanding upon the well-received contents of the 1991 conference.

Duration of the conflict_____ **Date of resolution if achieved**_____

Final resolution or improved state of conflict.

IVT-JPCR's efforts over the past five years have led to increased interest and visibility in the world mental health community through WFMH. The 1991 conference resulted in the commitment of Mental Peace to publish two articles a year on conflict resolution,such journal having wide readership in 15 Middle Eastern countries. JPCR's next working conference (February 1994) has evolved to include Israeli, U.S. and Arab professionals working to promote "Building Tolerance for Diversity."

How has your approach to conflict resolution changed or been strengthened by this experience?

The post-Gulf War reaction of Dr. El-Azayem (JPCR's Mideast Director) and many of his colleagues whereby they urgently sought assistance to relieve war-related trauma and feelings of vengeance, emphasized and confirmed the positive energy of moderate individual in the Middle East sincere in seeking peace building, anti-violent solutions to the conflicts in their societies.

How can your story help other NGOs?

IVT-JPCR's efforts, through their WFMH committee work, has influenced other organizations. The approach of The Center for the Study of Violence and Reconciliation is reflective of our specific recommended activities outlined in the Draft Resolution on Mental Health Services to Victims of Community Violence.

CONFLICT RESOLUTION MODEL
FOR
WORLD FEDERATION FOR MENTAL HEALTH

IVT-JPCR's approach to conflict resolution is an overarching one which seeks to use principles of conflict resolution as a change agent generally in violent societies, and specifically in Mid Eastern societies. Our work is not at the individual level per se but rather seeks to impart approaches to resolving differences via the non-political leadership in these societies. If non-political leaders (religious, mental health and academic) use their influence with the people in their communities who are responsive to their views to change attitudes towards violence, then more creative problem solving can occur. More specifically, the intent is to develop attitudes that reject violence as a response to conflict.

JPCR's 1991 conference illustrated the approach used to present different facets of conflict resolution while also expressing an appreciation of the need to adapt these principles in an Islamic context. Our 1994 conference, "Building Tolerance for Diversity" will be a three-day conference in Cairo with the following goals:

Speakers and panel participants will address the many aspects of conflict, its analysis and its management or solution. Approaches will be categorized as

A- international, community, family and ethnic or religious issues of conflict and its resolution;

B- conflict management in the work place, in schools and as a police function;

C- documenting the traumatized, early detection of the conflict-prone individual, diagnostic categories and drug therapy for aggression.

Conference participants will become familiar with identified antecedents and consequences of violent human behavior. They will learn to distinguish between the violence of the isolated individual, spontaneous group violence, and premeditated group violence. They will learn appropriate action to minimize or prevent escalation of violent conflict by working with educators, community leaders and fellow professionals.

Leila F. Dane-- Executive Director

WORLD INFORMATION TRANSFER
274 Madison Ave. Suite 601,
New York, NY 10016

Claudia Strauss
Member Board of Directors
(212) 699-2037

A MODEL FOR CONFLICT RESOLUTION

Describe your organization in 25 words or less.

World Information Transfer is an international environmental organization committed to promoting environmental literacy. WIT educates through our bi-monthly newsletter, our annual conference which examines the relationship between disease and environmental deterioration and our center for Creative Sustainability Studies in Kiev, Ukraine.

Identify one conflict which you have resolved or improved within the last 5 years and in which you have been a lead player.

Conflict between an American township and a private land developer over the use of open farm land and woods. The developer wanted to build only for profit, disregarding the impact on the land of his proposed mixed community. The township wanted to modify the developer's plan and called in a land planning consulting firm. WIT advised this firm in techniques of conflict resolution.

How do you think the conflict developed?

Conflict developed over different viewpoints of land use for profit or conservation. The conflict persisted in relation to the difference in flexibility of the parties to compromise on a plan that would incorporate both positions.

Parties to the conflict	**Position of each party involved in the conflict.**
An American township represented by its Board of Supervisors.	*Develop open land for mixed use including parks.*
Private developer.	*Develop open land for profit with a mixed use community excluding parks or preserve.*
Land Planning consultant	*Resolve the conflict and protect town's land.*

What was the rationale for the techniques or methods used to facilitate the resolution of the conflict?

WIT coached the land planning company in techniques to find common ground for agreement and distill core issues on each side by talking privately with each party; WIT suggested the land planning company hold public and private hearings to provide both sides with new data on which to come to terms, thus trying to deflect interpersonal issues from influencing the outcome; the township adjusted its position towards the developer; WIT coached the land planning company in techniques of emotional communication to encourage the developer to cooperate with the township.

Duration of the conflict. *18 months* **Date of resolution if achieved.** *June 1991*

Final resolution or improved state of conflict.

After one and one half years of fact finding, public hearings and private meetings, the township modified its position. The developer did not change his original proposal significantly enough and the Board of Supervisors of the township voted down the developer's plan.

How has your approach to conflict resolution changed or been strengthened by this experience?

WIT successfully taught the land planning company new techniques to resolve similar issues in the future. The town Board felt confident in its decision to refuse the developer's plan and has continued to consult with the land planning company.

How can your story help other NGOs?

WIT can function as facilitator to parties involved in a conflict related to environmental issues as in the development of land. As part of WIT's overall program of environmental literacy, WIT applies conflict resolution techniques augmented by psychoanalytic methods to coach interested parties in solving disputes over land use, waste management, pollution control, new product development and use, and conservation.

CONFLICT RESOLUTION MODEL
FOR
WORLD INFORMATION TRANSFER, INC.

World Information Transfer (WIT), as facilitator of conflict resolution, brought about a solution to a conflict over sustainable land development in an American township.

The development issue centered on the extent to which open farmland and woods would be developed for profit. The perspective of the land planning company was to find a compromise through the mixed use of the land so that the developed area would include parks, commercial space and residences. The land planning company assists cities in assessing the environmental impact of a development plan for a city owned property. In this case, the township called the land planning company to assess the environmental effects of the plan proposed by a private developer. The developer wanted to build a mixed use community consisting of residences, business and industry and was not interested in the environmental impact of the scheme.

WIT suggested several methods to the land planning company to try to encourage the developer to modify his plans (already described above). The developer was unmoved by the new data produced at the public hearing and meeting with experts which suggested that the developer incorporate preservation into his plan. The land planning firm met with each side independently and was able to move the township towards the developer's ideas. The developer, however, remained intractable and took an "all or nothing" position. The township refused his plan and has continued to work with the land planning company as consultant.

WIT's role in this conflict was to function as facilitator to the land planning company who could then utilize the techniques learned in this episode to resolve similar conflicts in the future.

Dr. Claudia Strauss- - Member Board of Directors

CONCLUSION

In a world all too familiar with the passions of war, we are proud to present these seventeen examples of passion for peace. In their own words, from their own unique view points, seventeen NGOs tell us here about conflict they see in the world, how they see it as having developed and how they have tried to solve it peacefully.

The conflicts described vary greatly in terms of scope and outcome, but not so much in terms of method. The number of participants involved in the described conflicts varies from two neighbors (LMS) to all people on earth (AWC, IOUTN, RI). Eight NGOs (AC, CSJ, FPC, IHRAAM, LMS, NF, RAU, WIT) present examples of conflicts of short duration (i.e. up to a few years) and the rest describe conflicts that have endured for many generations and longer. In every case of short term conflict the NGOs intervention was seen to lead to a nearly complete resolution of the conflict. In all cases of longer term conflict evidence was seen of progress toward resolution of the conflict, but the degree of that progress is very hard to assess.

The methods of conflict resolution utilized by these NGOs fall generally into four categories: mediation (IHRAAM, IOUTN, LMS, NF, RAU, WIT), the development of a common project for participants to the conflict (AC, ALBSA, AWC, CSJ, IMJM, RI), education (CJ, IPP, WFMH) and advocacy (BLS, FPC).

Judging from the examples provided here we can say conflicts are sometimes simple and sometimes complex, sometimes easy to resolve and sometimes not, sometimes short lived and sometimes very long term. But regardless of the case, there are likely to be NGOs working passionately for a peaceful resolution. We hope these examples stimulate and inspire all NGOs to contribute to the work of conflict resolution.

NGO
DPI